

Project Manager Mission Command (PM MC)
Mission Command Support Center (MCSC)
ID03180023
RFP Questions and Answers

	Question	Answer
1	Will the Government permit inclusion of a title page, table of contents, list of figures, and acronym list for Volume I that are excluded from the page count?	Yes
2	Will the Government allow unevaluated, identifying information included in the document header/footer to be smaller than 11 point?	Yes
3	Will the Government confirm that the “page larger than 8.5x11” for the transition schedule, if used, counts as 1 page?	Yes
4	May the offeror include completed Attachment 6 (OCI) for the prime and subcontractors with the Volume I electronic file?	Yes
5	Would the Government confirm that Attachments 4 and 6 required for completion by the offeror are not required to be double-spaced?	Yes
6	Understanding the past performance can be performance as a prime or subcontractor, would the Government clarify if the one example provided can be from the prime offeror’s subcontractor teammate.	No, as stated in the RFP, the past performance example shall have been performed by the offeror as a Prime or as a Subcontractor under a Federal or state contract/task order.
7	Can the Government verify if all personnel located at APG need a TS/SCI or just the personnel identified in Attachment A.2?	See updated PWS and PWS Attachment A.2.
8	Can the government verify if all personnel located at Fort Carson, Colorado need a TS/SSBI or just the personnel identified in Attachment A.2?	See updated PWS and PWS Attachment A.2.
9	On attachments A.1 and A.2, specifically PWS area 3.3, are the Information Specialist/Knowledge Engineer and the Network Specialist (Journeyman) the same personnel? If yes, which ‘position description’ takes precedence?	Information Specialist/Knowledge Engineer and the Network Specialist (Journeyman) are not the same personnel. See PWS Attachments A1 and A2 for personnel and security requirements.

10	On attachments A.1 and A.2, specifically PWS area 3.3, A.2 mentions a Helpdesk Specialist (senior) but A.1 only shows Helpdesk Specialist (journeyman). Which 'position description' is correct?	See updated PWS and PWS Attachment A.2.
11	The RFP, Factor 3, states a transition period of "30 to 45 days" however, the PWS paragraph 4.1states: "The transition-in period shall be no more than 30 days." Would the government please de-conflict the two separate/posted transition timelines?	The PWS has been updated to state a transition period of 30 to 45 days.
12	What is the incumbent's company name and contract number?	Telesis Corporation, GS06F0645Z/GSQ0314DS0040
13	Can a subcontractor be used to meet the CMMI Level III requirement?	Yes. The contractor shall meet CMMI Level 3 for Services and CMMI Level 2 for applications development from the Prime, their Subcontractor, or a teaming partner.
14	If the offeror is an unpopulated joint venture, can one of the joint venture member companies be used to meet the CMMI Level III requirement if that company is the technical lead on the task order?	Yes. The contractor shall meet CMMI Level 3 for Services and CMMI Level 2 for applications development from the Prime, their Subcontractor, or a teaming partner.
15	Can the CMMI Level III certification be either Dev or Svc?	See updated RFP Attachment 4. The contractor shall meet CMMI Level 3 for Services and CMMI Level 2 for applications development from the Prime, their Subcontractor, or a teaming partner.
16	Are offerors to reformat the pricing sheet to include equations or will the Government provide an amended Attachment 2 that included equations?	Offerors will formulate appropriate equations for calculations.
17	Clearances listed in PWS Attachment A-2 does not match the requirement in solicitation attachment A-4 where all staff are required to have a Secret clearance at proposal submission and TS/SSBI (Fort Carson) or TS/SCI (APG). Please clarify	See updated PWS and PWS Attachment A.2.
18	Please confirm single-spaced, 9 point font is acceptable for tables, as well as graphics and illustrations.	Confirmed.
19	Please confirm that key personnel resumes are not required with the proposal. How will the Government validate proposed key personnel qualifications?	Resumes are not required. Offerors are expected to provide qualified Key Personnel. This is not an evaluation factor.

20	The table shows that the 6 FTE in Applications Management Support (PWS 3.2) require TS/SSBIs. Please verify that this is correct?	See updated PWS and PWS Attachment A.2.
21	In support of the multiple security enclaves, are there any cross domain trusted guard or access systems used in the MCSC environment? If so, are there any certifications required for the operators?	Yes. Certification for cross domain, trusted guard, or access systems will occur upon award.
22	Please verify that the only FTE that require SCI eligibility are the SMEs	See updated PWS and PWS Attachment A.2.
23	Will the contractor be required to procure ODC's on this contract? If so, will they count against the contract ceiling?	Yes, as stated in the PWS. (See PWS Section 7.6, Travel and Non-Travel ODCs.)
24	Do HBSS support personnel require TS/SSBI clearance?	See updated PWS and PWS Attachment A.2.
25	As the PWS requires both Development and Service Support elements, and page 2 of the PWS states, "The contractor is required to have a Capability Maturity Model Integration (CMMI) Level III certification upon award." Can the government clarify the specific requirements to meet the requirement and how the various types of CMMI Level 3 Certifications will be required and evaluated for this effort? a. Does the government require that the contractor have both CMMI Development (DEV) Level 3 and Services (SVC) Level 3 of the CMMI Institute's Capability Maturity Model Integration (CMMI)®? b. If not, is only Services, only Development, or is either certification a "Go"? c. In the case of either certification being acceptable, is the intention to weigh either SVC, or DEV, or having both certification(s) more strongly in evaluation for Technical Merit? d. While reviewing the certification requirement, will the government consider changing either possible certification level requirement to CMMI Level 2?	The contractor shall meet CMMI Level 3 for Services and CMMI Level 2 for applications development from the Prime, their Subcontractor, or a teaming partner. See updated RFP Attachment 4.
26	Will the government require the Prime Contractor to recertify as a Small Business?	No
27	What incumbent(s) contractor(s) are currently performing on these tasks? And what are the incumbent contract number(s)?	Telesis Corporation, GS06F0645Z/GSQ0314DS0040

28	What, if any, portion of the FFP work described is new work not currently performed and supported on any contract?	None; all requirements are currently performed on the current task order.
29	<p>The Government anticipates staffing all of the Core Support positions reflected in “ATTACHMENT A.1: Sites, Functions, Skill & Support Staff Requirements Table” upon award of the task order.</p> <p>a. What is the current and historic vacancy rate as a percentage of authorized positions? b. What is the current and historical duration of vacancies on the incumbent contracts? c. What is the historical turnover rate of personnel on the incumbent contracts?</p>	<p>a. 5% or less</p> <p>b. This information is not available.</p> <p>c. 5% or less</p>
30	<p>Contractor Key Personnel positions are identified in “ATTACHMENT A.2: Top Secret and Key Personnel Positions”.</p> <p>a. Are any designated (currently required or required on the new contract) Key positions currently vacant?</p> <p>b. Will the government provide a complete list of current vacant positions and the number of days each has currently been vacant?</p>	<p>a. No</p> <p>b. No</p>
31	<p>The Monthly Status Report shall include an appendix that contains a staffing matrix in a format approved by the Government (shall be provided post award) that shows all positions by location, including: currently filled positions, vacancies, personnel gains/losses and status (e.g., interview, offer pending, clearance pending, start/end dates, etc.) other open positions that the Government has not authorized the Contractor to fill.</p> <p>Will the government provide a copy of the most recent MSR (redacted of any inappropriate personnel (PII, names, etc.) or security information (classified or other protected information) as an example and to provide background and staffing information?</p>	No, the Government will not provide a copy of a recent MSR.

32	<p>Ticket Priority Definitions</p> <p>Critical (1-6 hours) for completion Urgent (6-24 hours) for completion Normal (1-7 days) for completion Low (1 week +) for completion</p> <p>Will the government provide a more detailed breakdown of MCSC tickets than just NIP and SIPR tickets, email tickets, and call averages by shift?</p> <p>a. The provided historical data does not provide any breakdown of tickets into the Priority mix as described in the Reference. Can the government provide this additional detail?</p> <p>b. The provided historical data does not provide any breakdown of tickets as to the mix of problems encountered, such as MACs (Move, Add, or Change requests), Hardware (computers), Hardware (Peripherals), and Printers, Network, Password, and applications issues. Can the government provide this additional detail?</p> <p>c. The provided historical data does not provide any breakdown of tickets as to what Tier support resolution was achieved at and numbers of tickets escalated. Can the government provide this additional detail?</p> <p>d. The provided historical data does not provide any breakdown of ticket numbers over time to show increase of tickets or numbers of users supported over the period of historical data used. Can the government provide this additional detail?</p> <p>e. The provided historical data does not provide any breakdown of users supported over time, or ratios of users to support staff over the period of historical data used. Can the government provide this additional detail?</p>	<p>The priority definitions have been removed from the MCSC Metrics document. See updated RFP Attachment 8.</p> <p>The additional detail information requested cannot be provided.</p>
33	Are all positions described in Attachment A.2 also included in the counts and descriptions in Attachment A.1?	Yes
34	Will the government provide an extension to incorporate the responses to Questions in the proposal?	No, not at this time.

35	Will the Government consider an offeror to meet the CMMI certification requirements if their parent company fully meets but they do not?	No. The contractor shall meet CMMI Level 3 for Services and CMMI Level 2 for applications development from the Prime, their Subcontractor, or a teaming partner.
36	Section 3.0 indicates that all labor will be awarded on a Firm Fixed Price (FFP) basis with the exception of 3.10 Government Directed Overtime/Surge which will be awarded on a Labor Hour (LH) basis. Please indicate if the invoicing instructions in PWS 10.0 apply only to the LH portion of the contract because this requirement to provide this level of documentation (required for payment) seems inconsistent as it relates to the FFP labor portion of the contract.	FFP Labor will be billed monthly at 1/12 th the total annual fixed labor price. Labor solicited on a LH basis (Government-directed Overtime and Surge) will be billed in accordance with the appropriate invoicing instructions in PWS 10.0.
37	There are no documents or announcements associated with Amendment 2. Would the Government please clarify or provide any Amendment 2 updates?	<p>There have been two previous RFQ/RFP Amendments: the first attached missing RFP Attachment 8, and the second attached the Consolidated Q&A document and updated RFP, PWS, and Attachments 4 and 8.</p> <p>The current Amendment is the third action, to attach answers to three additional questions (36, 37, and 38) via Consolidated QA_2.</p> <p>ITSS assigns two unique Amendment numbers for additional attachments on the BOMSOW, as well as text notification of Amendments on the RFQ, making it appear that there are more Amendments than there actually have been.</p>
38	<p>As requested in the solicitation the organization chart is to be broken out only by PWS area and LCATS within each area.</p> <p>This will not show quantities, functional titles, cross-utilization of personnel, surge support, escalation of engineering, support to security, key personnel, etc. All of which is portrayed in the Staffing Matrix.</p> <p>Would the Government confirm that the offeror is only required to provide visual depiction of the organization listing PWS task areas and which LCATs support each.</p>	As stated in the RFP Instructions, "The offeror shall provide an Organizational Chart that displays the breakdown of labor categories per PWS task area by location." That is, the chart shall display which Labor Categories will support each PWS task area, and at which location.